WELCOME GATE

Co-working made easier with Gallagher and Welcome Gate collaboration

The client:

Two years ago, LABS opened up its new co-working facilities in Camden Market and has a number of locations centred around this iconic area of London. LABS isn't just popping up in random locations, but creating a co-working ecosystem of interconnected buildings and communities.

The purpose of all LABS buildings is to provide a co-working environment where companies and entrepreneurs can work, hold meetings, connect and collaborate with others in the community.

The Challenge:

Many companies who hire space are high tech, therefore they expect the facilities they work in to include the latest technology. The challenge LABS faced when developing a co-working environment was to offer a safe and secure working environment that is easy to use by both the clients and staff, and uses the latest technology features and provides flexibility and future proofing.

The Solution:

The Gallagher solution was specified for the project because of the central hub it provides as well as its ability to integrate with a number of products, such as visitor management software (VMS) and CCTV.

As a certified Gallagher Channel Partner, Welcome Gate were able to offer a tailored security package that ensure LABS premises are safely monitored, guaranteeing smooth day-to-day operation. Welcome Gate were flexible in meeting the needs of the client and were a reliable partner throughout the whole process.

The buildings are managed by Community Managers, whose role is to understand all the companies and people who work within the LABs buildings. With this understanding the managers can bring the community together and help create beneficial relationships.

Community Manager at Camden, Fran, is able to use Gallagher Command Centre for a number of tasks such as monitoring who enters the building including visitors, checking which meeting rooms are reserved, what hospitality is required etc.

Welcome Gate installed Bluepoint Real-Time Access Management (RAM), which integrates with the Gallagher Visitor Management system to create and modify cardholders and groups.

The Solution (cont.):

Integration commands read events from the system to provide muster functionality and enable Community Managers, like Fran, full visitor and staff journey awareness.

In order to attract new clients the building runs open events and also allows people to book a tour. Guests will receive a QR code on their mobile phone so they can enter the building. Fran will receive a notification to say her guest has arrived so she can meet them and show them round. People within the building can also use the same functionality for visitors.

Everyone who works within a LABS building has access to an app so they can book meeting rooms seamlessly, find talent, swap skills, and engage with the community. This is the customer facing tool which links to Command Centre to ensure when someone books a room the relevant people are notified and the system is updated.

Leases can be short, medium or long term and range from the occupation of offices to desks. This means there are lots of leases starting and ending at different times making it difficult to keep track. By integrating with Command Centre access can be instantly revoked should a lease lapse, saving Community Managers time by not having to manually deny access.

Testimonial:

Fran said:

"The system is simple and easy to use, especially when new staff arrive it doesn't take too long to show them how it works. I like the fact it provides one interface for a number of different functions, saving me time which I can use to focus on providing an excellent client and visitor experience. The service from the Welcome Gate team was really impressive. They always worked with a smile and made sure that the job was done right, throughout the project right to the end."

Products used

- Two sites – 170 doors at Triangle and Atrium has 90 doors
- 6,000 Controllers
- Gallagher Command Centre
- Bluepoint